

## Sustainability Accounting Standards Board (SASB) index

The Sustainability Accounting Standards Board (SASB) is an independent non-profit organisation that sets standards to guide the disclosure of financially material sustainability information by companies to their investors. SASB standards identify the subset of environmental, social and governance (ESG) issues most relevant to financial performance in each of 77 industries.

The table below cross-references the SASB accounting metrics with where that information can be found in BT's Annual Report (AR), Digital Impact and Sustainability Report (DI&S) or other publications, and covers the financial year ending 31 March 2021, unless otherwise stated.

This is the first year that we have reported using the SASB standards and we plan to further develop our reporting where appropriate.

### Telecommunication services standard 2018

Topic	Code	Accounting metrics – description	Category	Unit of measure	Response/comments	Data/references
<b>Environmental Footprint of Operations</b>	TC-TL-130a.1.	1) Total energy consumed: Includes: Total electricity Gas and Oil – Heating Gas and Oil – Generators	Quantitative	GWh	2,789 (we report in GWh)	AR, page 33. DI&S, Supporting data ( <a href="https://www.bt.com/about/digital-impact-and-sustainability/our-report">bt.com/about/digital-impact-and-sustainability/our-report</a> ).
		2) Percentage grid electricity out of total energy consumption	Quantitative	%	92.39	
		3) Percentage renewable electricity out of total energy consumption	Quantitative	%	92.35	100%* of the electricity that we consume worldwide in our networks, exchanges, offices and shops is renewably sourced.  (*99.9% of the global electricity BT sources is renewable. The remaining 0.1% represents where markets don't allow due to non-availability of renewable electricity.)
<b>Data Privacy</b>	TC-TL-220a.1.	Description of policies and practices relating to behavioural advertising and customer privacy	Discussion and Analysis	N/A	See our Privacy policy and our website cookies.	BT Privacy policy ( <a href="https://www.bt.com/privacy-policy/">bt.com/privacy-policy/</a> ) EE Cookie policy ( <a href="https://www.ee.co.uk/cookies">ee.co.uk/cookies</a> ) Plusnet Cookie policy ( <a href="https://www.plus.net/help/legal/cookie-policy/">plus.net/help/legal/cookie-policy/</a> ) BT.com Cookie policy ( <a href="https://www.bt.com/consumer/cookie/about-cookies.html">bt.com/consumer/cookie/about-cookies.html</a> )
<b>Data Privacy</b>	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Quantitative	Number	We do not calculate and report on a metric as defined by the standard. In accordance with data protection legislation, we do conduct further processing of customer data, such as anonymisation, to generate aggregate statistical information. See our Privacy policy for further details.	BT Privacy policy ( <a href="https://www.bt.com/privacy-policy/">bt.com/privacy-policy/</a> ) BT.com Cookie policy

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Topic	Code	Accounting metrics – description	Category	Unit of measure	Response/comments	Data/references
<b>Data Privacy</b>	TC-TL-220a.3.	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Quantitative	Reporting currency	We disclose material monetary losses associated with legal proceedings in our Annual Report. Any individual material monetary sanctions imposed on BT due to data breaches are published independently by the UK Information Commissioner's Office (ICO). There were no such sanctions in 2020/21.	AR – Provisions, page 153.
<b>Data Privacy</b>	TC-TL-220a.4.	1) Number of law enforcement requests for customer information 2) Number of customers whose information was requested 3) Percentage resulting in disclosure	Quantitative	Number	In the UK, secrecy rules (under the Investigatory Powers Act 2016) prevent operators from confirming or denying the existence of certain investigatory powers requests. With industry, we have considered whether the Investigatory Powers (Disclosure of Statistical Information) Regulations 2018 provide any additional avenue for disclosure. BT's view is that the current approach (where the regulator discloses information centrally, on behalf of all industry) is the better approach to give a full and timely picture, given the secrecy provisions which remain in terms of certain requests for data. We do speak with the regulator to review this position and to consider ways to increase the effectiveness of that regulatory disclosure.	BT privacy and free expression report ( <a href="https://bt.com/about/digital-impact-and-sustainability/championing-human-rights/privacy-and-free-expression/report">bt.com/about/digital-impact-and-sustainability/championing-human-rights/privacy-and-free-expression/report</a> ).
<b>Data Security</b>	TC-TL-230a.1.	1) The total number of data breaches identified during the reporting period 2) The percentage of data breaches in which personally identifiable information (PII) was subject to the data breach 3) The total number of unique customers who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	Quantitative	Number, Percentage (%)	We report qualifying incidents to the relevant regulators (eg the Information Commissioner's Office (ICO) in the UK) and impacted individuals, where we are legally required to do so and within the timeframes mandated. To the extent that the relevant regulators ever find fault with our data breach management and/or data security practices, they publish their findings/sanctions – typically in their annual reports and on their websites. There were no such sanctions in 2020/21.	ICO ( <a href="https://ico.org.uk/action-weve-taken/enforcement/">ico.org.uk/action-weve-taken/enforcement/</a> )
<b>Data Security</b>	TC-TL-230a.2.	Description of approach to identifying and addressing data security risks, including use of third-party cyber security standards	Discussion and Analysis	N/A	Cyber security is one of our principal risks; we describe our general approach to how we manage this risk within our Annual Report. We maintain a range of ISO 27001 certificates that are specific to services and customer contracts.	AR – How we manage risk, page 63.
<b>Product end-of-life management</b>	TC-TL-440a.1.	1) Materials recovered through take-back programmes; And the percentage of recovered materials that were: 2) reused 3) recycled 4) landfilled	Quantitative	Metric tonnes (t), Percentage (%)	We do not currently report on the metrics defined by the standard. We support the transition to a circular economy, encouraging the return of equipment for reuse and recycling by offering take-back schemes to consumers for mobile phones, routers and set-top boxes. At a product level, we recycled or refurbished nearly 700,000 home hubs and set-top boxes during 2020 – avoiding 168 tonnes of waste electronic equipment and 160 tonnes of plastic. For our reporting on circular economy activities and our overall waste and recycling data, see reference links.	DI&S – Tackling climate change and environmental challenges, DIS report page 31, Supporting data ( <a href="https://bt.com/sustainabilityreport">bt.com/sustainabilityreport</a> )
<b>Competitive Behaviour and Open Internet</b>	TC-TL-520a.1.	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Quantitative	Reporting currency	We disclose material monetary losses associated with anti-competitive behaviour proceedings in our Annual Report. There were no material losses in 2020/21.	AR – Provisions, page 153.

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Topic	Code	Accounting metrics – description	Category	Unit of measure	Response/comments	Data/references
<b>Competitive Behaviour and Open Internet</b>	TC-TL-520a.2.	Average actual sustained download speed of: 1) owned and commercially associated content 2) non-associated content	Quantitative	Quantitative	We don't differentiate between the two types of content identified in the standard. We are an active participant in comprehensive independent performance and experience testing on both our fixed broadband and mobile networks. This is covered in official reports from Ofcom and RootMetrics (IHS Markit) for publicly available mobile network performance and experience.	Ofcom: Broadband data and research – Ofcom: <a href="https://www.ofcom.gov.uk/research-and-data/telecoms-research/broadband-research">ofcom.org.uk/research-and-data/telecoms-research/broadband-research</a> RootMetrics: <a href="https://www.rootmetrics.com/en-GB/home">rootmetrics.com/en-GB/home</a>
<b>Competitive Behaviour and Open Internet</b>	TC-TL-520a.3.	Description of risks and opportunities associated with net neutrality, paid peering, zero rating and related practices	Discussion and Analysis	N/A	We adhere to the current EU net neutrality regulation which has been transposed into UK law. This year, due to the Covid-19 pandemic, we and other operators have been given extra dispensation by the UK Government to zero rate a number of services to support vulnerable and low income households that struggle to access or afford the connectivity they need.	
<b>Managing Systemic Risks from Technology Disruptions</b>	TC-TL-550a.1.	1) System average interruption frequency 2) Customer average interruption duration	Quantitative	Disruptions per customer, Hours per customer	We do not currently report on the metrics defined by the standard.	
<b>Managing Systemic Risks from Technology Disruptions</b>	TC-TL-550a.2.	Discussion of systems to provide unimpeded service during service interruptions	Discussion and Analysis	N/A	Service Interruption and Customer Service are two of our Group risk categories. We describe our general approach to how we manage these risks within the Annual Report.	AR, How we manage risk, pages 62 and 65.
<b>Activity metrics</b>	TC-TL-000.A	Number of wireless subscribers	Quantitative	Number	This is commercially sensitive information that we do not disclose.	
<b>Activity metrics</b>	TC-TL-000.B	Number of wireline subscribers	Quantitative	Number	This is commercially sensitive information that we do not disclose.	
<b>Activity metrics</b>	TC-TL-000.C	Number of broadband subscribers	Quantitative	Number	This is commercially sensitive information that we do not disclose.	
<b>Activity metrics</b>	TC-TL-000.D	Network traffic	Quantitative	Petabytes	Openreach's UK broadband network: 50,000 Petabytes (PB) of data in 2020.	Openreach's performance dashboard ( <a href="https://openreach.com/about-us/our-performance/kpi-dashboard">openreach.com/about-us/our-performance/kpi-dashboard</a> )